DHHS COMPETENCY SUMMARY

Public Safety Officer

Role Summary: This is law enforcement work at a University campus or other State facility. With full powers of arrest, employees enforce the laws of the State and the United States Government. Employees have law enforcement authority ranging from traffic control to criminal investigations within a limited geographic jurisdiction. Work involves patrolling an assigned area for response to complaints or calls and for detection of violations in the enforcement of State laws and applicable regulations. Duties include apprehending observed violators committing offenses, investigating violations or complaints in order to assess and handle cases, collection and preservation of evidence and the chain of custody, testifying in court proceedings and performing related work. Employees may serve as a patrol officer, detective squad member, crime prevention officer, or in some police organizations as a lead officer on an assigned shift.

<u>Competency</u>	<u>Definition</u>
Analytical Thinking	Relating and comparing data from different sources, identifying issues; gathering relevant information, and identifying other ways of doing things.
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responding to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Safety Awareness	Being aware of and maintaining conditions that ensure a healthy and safe working environment.
Technical Knowledge	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

COMPETENCY	CONTRIBUTING	JOURNEY	ADVANCED
		IAL COMPETENCIES	
Technical Knowledge	Applies knowledge of criminal and traffic laws to regularly enforce criminal and traffic violations. Commits to memory, laws, and internal rules, regulations, policies, and procedures applicable to law enforcement and safety. Adheres to and enforces laws, rules, regulations, policies, and procedures appropriately. Protects the public, staff, clients, self, from potential harm by following protocol during crisis situations. Applies knowledge of investigative techniques and case preparation requirements for the routine traffic and criminal cases. Applies knowledge of the standard law enforcement equipment, its care, and safe use according to Department General Orders. Applies understanding and performance of community policing. Performs a limited variety of recurring and related tasks in a specialized field using processes that are readily understood. Equipment Operation/Maintenance: Safely and effectively operates police vehicle, and in-vehicle equipment (radio, radar, lights, siren, computer), offensive/defensive equipment (Hand/shot-guns, batons, handcuffs, OC spray). Appropriately uses Police-Pak, P2P and Magistrate system. Traffic Control/Motorist Assistance: Investigate accidents (minor-major/property damage/personal injury); detect process DW1's; direct traffic; as assigned (emergencies/special events); conduct MV stops; report/resolve traffic hazards/concerns; assist Journey officer in accident investigations; provide motorist assistance (directions, stalled, jumpstarts, etc.). Crime Deterrence/Detection and Investigations: Serves arrest warrants, subpoenas, and other legal processes. Conducts building/grounds security checks. Responds appropriately/promptly to citizen complaints/concerns; conducts preliminary/follow-up to investigations;	Applies knowledge of investigative techniques for misdemeanor and less serious felonies. Applies knowledge of the requirements to obtain a search warrant and the warrant issuance process. Applies knowledge of crime scene management and fingerprint lifting tools and techniques. O Conducts crime scene management and utilizes fingerprint lifting tools and techniques; Recognizes community problems, analyze alternatives, recognize solutions and follow-up. Applies and interprets technical professional regulatory knowledge to complete standard or nonstandard tasks. O Equipment Operation/Maintenance: manages receipt, distribution and maintenance of equipment. O Traffic Control/Motorist Assistance: manages traffic checkpoints; investigates motorized vehicle/pedestrian crashes with serious injuries; establishes, maintains, and enforces measures to prevent accidents. O Crime Deterrence/Detection and Investigations: Acts as Team Leader under Incident Command; manages crime scene, directing others as needed. Within legal standards & established timeframes: conducts investigations of misdemeanors and less serious felonies, obtains or writes valid search warrants with little assistance to be sent to a judicial official for approval;; and serves subpoenas to persons listed on document. Conducts surveillance as appropriate. Serves as a mentor when assisting contributing public safety officers in investigations as needed. O Community Assistance: Serves as lead in first responder incidences. Maintains	Applies knowledge of criminal and traffic laws in processing of crime scenes. Applies knowledge of investigative techniques and case preparation requirements for more serious traffic and criminal cases, generally felonies or fatalities. O Crime Deterrence/Investigations: Serves as full-time investigator responsible for investigating a full range of crimes: felonies, major crimes, motorized vehicle/bicycle/ pedestrian crashes with fatalities, etc. including Crime scene management and processing, interviewing and interrogating. Applying for search warrants, coordinating with other agencies and the District Attorney, and testifying in court. Applies knowledge and understanding of commander role during special events. Incident Control: Acts as Incident Command in major events (e.g., serious fires, felon crimes.) Develops procedures & tests them to ensure they adequately respond to unplanned natural disasters, internal conflicts (client elopements, violence in the workplace), or terrorist activities. Develops work concepts, policies, and procedures using broad, non-specific administrative guidelines, methods, and procedures. Plans and develops community programs. Administers community programs to include planning, developing, and assigning duties related to the program. Conducts security surveys, crime prevention programs and safety and self-defense training. Serves as a "technical expert" within the work unit: guides, directs and coaches others regarding application and interpretation of technical professional regulatory issues. Possesses or maintains required certification, licensure, educational level, and/or experience criteria.

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Technical Knowledge (con't)	establishes/secures crime scene; conducts arrests/searches within legal parameters. O Community Assistance: Recognizes & immediately responds to "first responder" incidents (e.g. hazardous materials, medical weapons of mass destructions, etc). Identifies community issues proactively through observations and interactions with staff and visitors. Coordinates & assists in community programs when assigned. Possesses required certification, licensure, educational level and/or experience criteria. Has successfully completed Basic Law Enforcement Training.	awareness of community safety issues to respond to and determine priorities. Recommends adjustments to inspection requirements after conducting inspection of buildings, grounds, areas for hazards/potential hazards. Provides on-the-job training to rank-and-file employees. Develops training curriculum(s) Possesses required or maintains certification, licensure, and/or educational level and experience criteria.	
Analytical Thinking	Approaches a situation by defining the problem or issue. Differentiates between routine crimes, serious crimes, and emergencies and initiates appropriate action. o Identifies the offense based on the information obtained during the investigation o Evaluates emergencies immediately: determine immediate action required based on incident & policy/law, requests appropriate additional resources; asks for assistance when not certain of response; controls scene to ensure safety of others. Considers all available information.	Uses discretion during criminal investigations, arrests, warrant service, and interaction with members of the community. Identifies and understands issues, causes, problems, and opportunities. o Understands agency crime activities and trends and explains to others. Uses tools to identify meaningful patterns or relationships. o Manages crime scenes by directing others as needed when lifting latent fingerprints, documenting and storing findings in accordance with policy, ensuring submission to outside agency as appropriate, photographing, developing, and documenting crime and crash scenes. Determines the significance of an issue/problem. o Determines appropriate response regarding any violations of policy, code, and law when they occur.	Regularly performs detailed and advanced assignments without direct supervisory intervention. Identifies the impact of events or decisions on stakeholders/customers. O Understands law and independently interprets and applies new law. Weighs and prioritizes the costs, benefits, risks or chances for success. O Plans the strategy for the execution of serious arrests or search warrants (e.g. rape, firearms violations, drug possession.) Identifies parameters, limitations, or boundaries that impact situation. O Plans and manages investigative operations (e.g. surveillance)

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Problem Solving	Applies understanding of criminal activities and trends and ability to detect crimes. Implements standard course(s) of action to resolve a problem within established timeframes and administrative and technical requirements. Responds to complaints, recognizes situations quickly and objectively and determines the appropriate actions when assigned. Reviews facts of a case to determine if a criminal act or policy violation has occurred. Involves supervisor when dealing with out-of-theordinary issues to determine most appropriate course of action. Inform supervisor of any issues or concerns when they occur. Relays facts of unusual cases to senior officer for assistance in determining appropriate course of action.	Initiates, completes, and properly documents problem-solving projects focused on crime, fear of crime, and quality of life issues. Distinguishes and determines violations and takes appropriate action with minimal supervision. Identifies problems that require in-depth analysis of symptoms. Recognizes community problems, analyzes alternatives, recognizes solutions and follows-up after implementation. Accurately distinguishes and determines violations and takes appropriate action with minimal supervision Develops and implements measures to improve the occurrence of accidents on campus (e.g., education, security checks). Creates relevant options for solving problems. Identifies options, develops solutions and takes action when responding to customer needs Proposes realistic, timely options. Obtains resources needed to implement solution(s).	Identifies complex problems and reviews related information to develop and evaluate options and implement solutions. Identifies trends that impact service delivery to groups or individual customers Verify activity, document, track, and identify patterns of illegal activities that occur on campus (traffic violations, client abuse, drug offences, etc.). Establishes viable reporting mechanisms. Recommends and implements solutions to reduce and/or eliminate occurrence of illegal activity(s). Recognizes inherent problems and issues caused by ineffective and/or overlooked policies, procedures, rules, regulations, and laws. Recommends work process improvement. Tracks project to determine long-term effectiveness. Reviews and Implements Corrective Actions after Emergencies, as appropriate: Assesses cause and effect Assesses damage Evaluates response (pros/cons) Assesses cost (life, other resourcestime, outside agencies that were called in, internal staff, materials, equipment. Re-evaluates system needs Recommends and implements system changes

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Communication	Applies knowledge of court process and clearly and concisely presents evidence. Communicates effectively through interpersonal interactions and written documentation. Relays emergency information clearly & properly to other officers & Communications Center. Completes departmental and state forms accurately, completely, & in detail, within specified timeframe Uses appropriate questioning techniques to obtain readily available information from witnesses, victims, and suspects. Develops prosecution summaries, with assistance as needed. Presents evidence clearly and concisely during court process. Records facts and prepares reports to document preliminary and follow-up investigations. Clearly explains required actions to victims, witnesses, detainees, and other officers as needed. Listens to others. Provides assistance and emotional support to others, including referral to support agencies when needed. Maintains/documents chain of custody for property and evidence. Listens to and utilizes citizen input. Ensures that information gets to the right person within agreed upon time frames. Communicates via police radio according to department standards. Informs supervisor of any issues or concerns when they occur. Relays facts of unusual cases to senior officer for assistance in determining appropriate course of	Effectively relates to individuals and community groups and plans and conducts community programs. Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner. Initiates incident command upon arrival of the scene as required. Develops prosecution summaries without assistance. Explains programs policies and procedures in language understood by customer. Understands campus crime activities and trends and clearly explains to others. Ensures that communication follows a logical sequence. Records progress of investigations as required by General Orders. Accurately and systematically completes related SBI forms for evidence submission with minimal supervision. Seeks input, listens and checks for mutual understanding; asks for clarification as needed. Interviews complainants, witnesses, and suspects to obtain facts or statements within legal standards and established timeframes. Uses interrogation skills to legally obtain information. Considers the impact of the message on the organization or customer.	Develops/designs presentations and training materials. Employs formal conflict resolution and mediation skills. Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener. O Acts as Incident Commander in major events (e.g. serious fires, felonies, etc) Assists others in the development of prosecution summaries Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build rapport. Identifies and communicates, in a timely manner, appropriate, updated rules, regulations, laws, techniques, etc., that will benefit the organization and the officers.
Organizational Awareness	action. Applies understanding of DHHS's and institution's vision, mission, and core values. Understands duties and purpose of his/her position. Thorough knowledge of street layout, all buildings and landmarks. General knowledge of facility layout, alarm systems, fire detection systems, etc. Begins to recognize how work units work together.	Applies understanding of the Career Development Program to discuss career interests and career path selection. Makes suggestions for improvements in public safety operations. Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization.	Develops new officers by conducting field-training program. Considers the impact of work products, outcomes, organizational changes on citizens and the community. Communicates goals, mission and priorities of the organization when interacting with the community and organizational stakeholders. Identifies various customers' changing needs

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	the Incident Commander under the agency's Incident Command System. o Applies knowledge of roles of significant agency departments and programs. o Knowledgeable of agency and community resources. Understands how primary duties/purpose of position contributes to accomplishing the goals of the work unit.	alarm systems, fire detection systems, etc. o Considers how proactive public safety work contributes to organization's outcomes. Considers how one's actions affect the public view of the organization. o Follows philosophy of community policing.	system accordingly.
Safety Awareness	Performs tasks safely to avoid danger to self or coworkers. Identifies and informs supervisor of potential safety problems. Uses appropriate protective equipment in a safe manner.	Identifies and resolves potential safety problems and unsafe work practices; warns others of potential hazards. Shows employees safe ways to perform job tasks or use equipment. Informs employees of safety and health information. O Provides employees with written and verbal information. Incorporates accident prevention and corrective measures in all activities. Regularly assesses safety conditions; conducts periodic inspections and drills; identifies potential hazards; and resolves	Demonstrates commitment to provide safe working environment by making sure that all employees have appropriate training and equipment. Develops and enforces regulatory standards. Develops plan(s) to ensure safety and "prepared response" in the event of an emergency. Follows appropriate post-emergency procedures.
Customer Service	Can identify both internal and external customers that receive services. Recognizes and addresses members of the organizational hierarchy (e.g., chief, center director, nurses, physicians, employees etc.) appropriately and promptly. Responds to visitors (e.g., family members, vendors, etc.) in a friendly, respectful manner. Responds to customer needs within established parameters. Follows/notifies chain-of-command and follows protocol when responding to codes or customer complaints/requests. Checks for understanding of customer needs Asks appropriate questions and follow-up questions to achieve customer needs. Demonstrates courteous actions and follows the organization's established protocol for customer service Follows organizational and legal policies and procedures when addressing and/or processing customer situations.	Anticipates, identifies and understands customers' service needs Maintains, enforces, and/or implements the organizations' customer service plan. Demonstrate empathy when listening to internal/external customer complaints/needs. Remains accessible to the customer when balancing multiple priorities. Ensure that a safe environment is provided for internal and external customers. Assesses or checks with customer to ensure solution meets needs Initiates follow-up (by way of surveys or formal/informal communications) to determine if solutions met customer needs/satisfaction. Develops relationships/partnerships with internal/external customers Collaborates and cooperates with other law enforcement agencies to forge	Develops plans to improve service delivery based on customer feedback Solicits information from internal/external customers to identify problems and positive aspects of customer service delivery by public safety. Solicits feedback from internal/external for improvement for building upon negative/positive aspects of customer service delivery by public safety. Looks for ways to remove barriers to optimize service delivery Solicits input from management and lower-level officers. Proactively seeks to determine customer needs. Makes self visible to internal/external customers by greeting and asking openended questions, and by documenting valid answers/concerns. Creates log to determine top concerns and to prioritize needed improvements.

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		alliances and to resolve/solve crimes/issues. o Works in association with organizational management to accomplish the goals/objectives of the institution. o Mentors and role-models fellow and lower level officers.	Develop and implement solutions. Identifies ways to streamline processes/ procedures and link resources for efficient and effective customer service. Integrate customer service initiatives when editing, developing, and/or implementing policies, procedures, rules, regulations within public safety. Develops creative solutions to respond to service needs

Minimum Training and Experience:

Graduation from high school or possession of a high school equivalency certificate.

Necessary Special Qualifications:

Certification as a Law Enforcement officer in accordance with the provisions of the North Carolina Criminal Justice Training and Standards Commission.